



Dear MS. Anna Daigle

Survey Evaluation Results

Dear Mrs. Daigle,

In the attachment you will find the evaluation results of the survey named

" Financial Aid Survey Request;" Questionnaire "FinAid13"

The overall indicators are listed first followed by the individual average values of the scale question.

If you have any further questions do not hesitate to contact the Office of Planning & Analysis (OPA) for Strategic

Effectiveness.

Your Class Climate Administrator

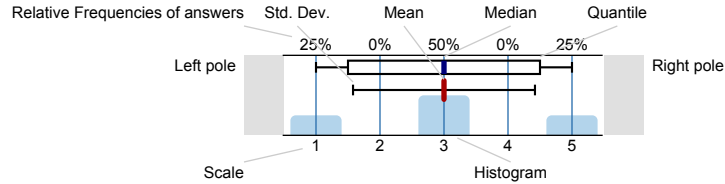
Anna Daigle
 Financial Aid Survey Request (FinAid13)
 No. of responses = 109



Survey Results

Legend

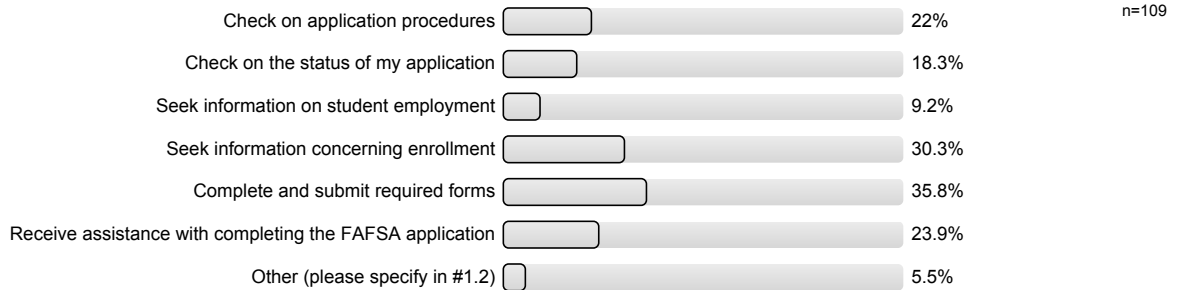
Question text



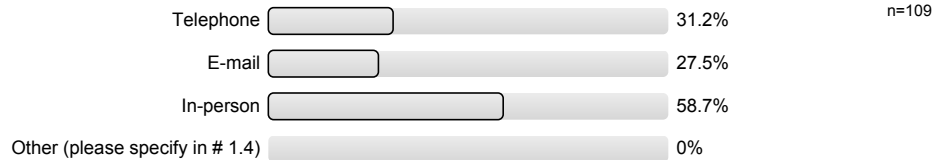
n=No. of responses
 av.=Mean
 md=Median
 dev.=Std. Dev.
 ab.=Abstention

1. SOWELA Student Financial Aid Process – Please Indicate Your Interaction with the Process Below

1.1) Please indicate your reason for contacting the Financial Aid Office (Mark all that apply)



1.3) How do you prefer to contact the Financial Aid Office in future?



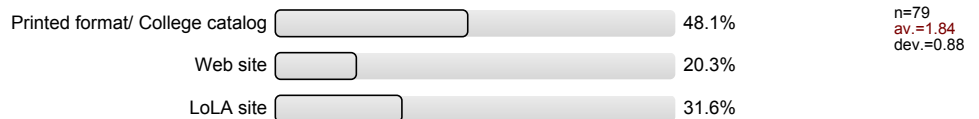
1.5) Were you provided any information about financial aid programs?



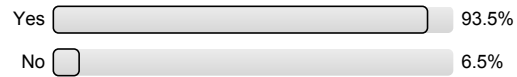
1.6) What information, about financial aid programs were you provided?



1.7) How were you provided the information about our financial aid programs?

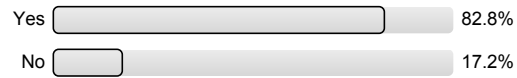


1.8) Are you familiar with LoLA?



n=93
av.=1.06
dev.=0.25

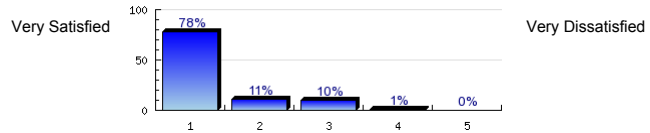
1.9) Have you ever used LoLA to check on your Financial Aid requirements/award amounts/status?



n=87
av.=1.17
dev.=0.38

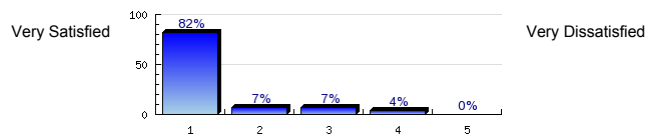
2. SOWELA Student Financial Aid Services – Please Indicate Your Satisfaction with our Services

2.1) Counseling process



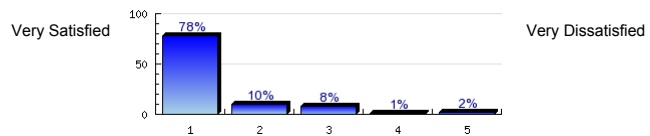
n=93
av.=1.33
md=1
dev.=0.7

2.2) Accessibility of staff



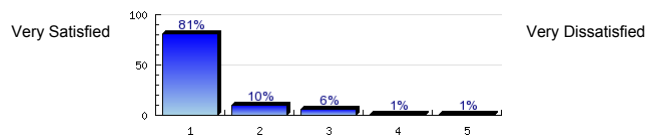
n=85
av.=1.32
md=1
dev.=0.76

2.3) Promptness of responses



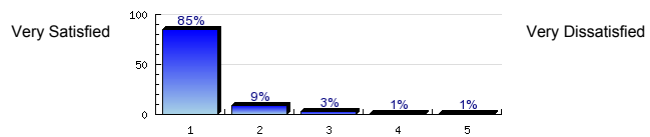
n=83
av.=1.4
md=1
dev.=0.88

2.4) Clarity of financial aid information



n=86
av.=1.3
md=1
dev.=0.74

2.5) Staff willingness to help



n=89
av.=1.24
md=1
dev.=0.67

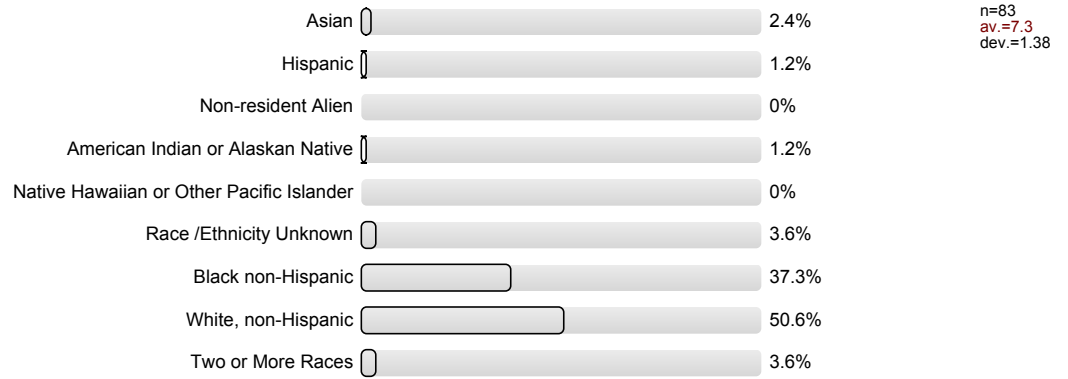
3. Demographics--Please Indicate by Identifying with the Demographic Information Below

3.1) Gender

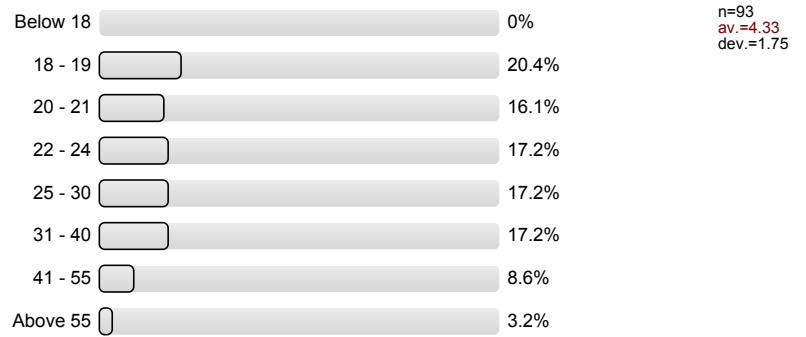


n=95
av.=1.65
dev.=0.48

3.2) Ethnic Origin



3.3) Age Group

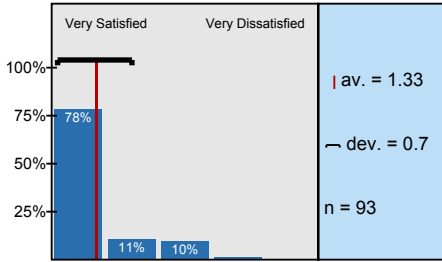


3.4) How many people live in your household?

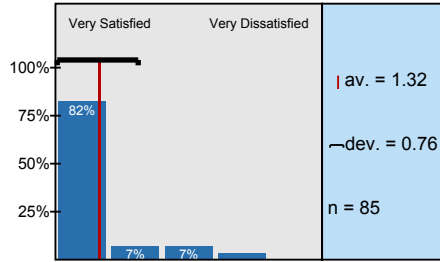


Histogram for scaled questions

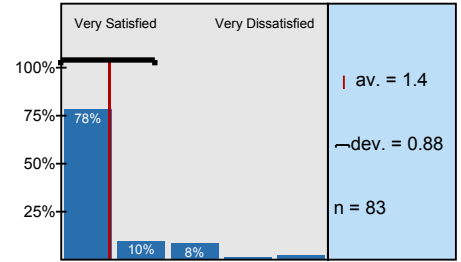
Counseling process



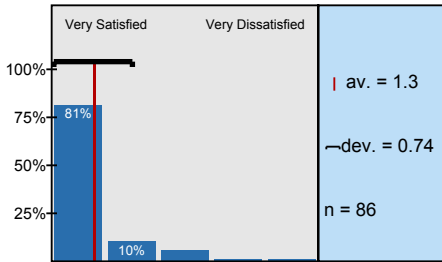
Accessibility of staff



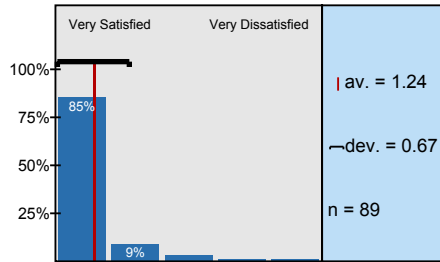
Promptness of responses



Clarity of financial aid information



Staff willingness to help



Profile

Subunit: Financial Aid Survey Request
 Name of the instructor: Anna Daigle
 Name of the course: Financial Aid Survey Request
 (Name of the survey)

2. SOWELA Student Financial Aid Services – Please Indicate Your Satisfaction with our Services



Comments Report

1. SOWELA Student Financial Aid Process – Please Indicate Your Interaction with the Process Below

1.2) Other (Please indicate here:)

Info on FAFSA & Scholarships

For scholarship

N/A

Dirk up FA application
Scholarship

none

help

At school

At school

NA

1.4) Other (Please indicate here:)

monique muma hon 32@gmail.com

N/A

I think financial aid is important to offer here at SOWELA Morgan Smith Jenkins

NA

3. Demographics--Please Indicate by Identifying with the Demographic Information Below

3.5) Please leave comments about your experience regarding our financial aid process -- **Thank you for the feedback!**

It was great.

They were always very helpful with my many questions & calls.

umm ya do a great job keep up the

Y'all are doing Great! Keep it up!

nice experience

Very helpful, thanks

I have had the Pell Grant for 4 semesters. Everyone has been extremely helpful!

Awesome!!

Great service keep up good work

Very nice! 😊

It's a good place to help people like me

no problems at all!

Keep up the good work!

I'm very satisfied with the assistance I have
given

N/A

It's simple to use

— Thanks for the help & the cookie :)

Very friendly

The People in the office are always polite

Thanks for the cookie!!!

I LOVE IT. THANK YOU!

Very satisfied. Thanks for all the help! 😊

My experience for the first semester was great. Great job!

helps me lot. I wouldn't be able to attend school.

Great communication skills

Everyone does a great job!

Have some fun :)

Keep up the good work

Long

VERY NICE PEOPLE, WILLING TO HELP.

Mrs. Anna was really helpful

Very Good!